

RPA Support Specialist

Company Description

Robusta is a leading digital workforce technology and Robotic Process Automation – RPA & AI solutions innovator. For organizations of all sizes that wish to transform themselves digitally, Robusta provides BPM-centric robotic and cognitive automation products that excel at ease-of-use and efficiency. Our technology provides an alternative to the traditional IT life cycle by enabling business users to rapidly build and execute business processes across multiple systems and applications.

Robusta has a positive, diverse, and supportive culture. We look for people who are curious, inventive, and work to be a little better every single day. In our work together we aim to be smart, humble, hardworking and, above all, collaborative.

Job Description Summary

We currently are looking for a 'RPA Support Specialist' to join our rapidly growing team. RPA Support Specialist's primary responsibilities will be able to work with an enthusiasm for implementing pioneering steps on the subject of customer and partner solutions.

Qualifications:

- Bachelor's Degree from a reputable university preferably in Information Technologies, Software, Computer Programming etc.
- Basic programming knowledge on HTML, JavaScript (or any scripting language).
- Experience with Databases (SQL or NoSQL) often preferred.
- Working knowledge of XML/REST/SOAP, BPM/UML/ Workflow or equivalent.
- Advanced level of MS Office programs
- Excellent written and verbal communication skills
- Patience when handling tough cases

Responsibilities:

- Respond to and track issues from external customers and partners.
- Identify processes and applications having problems, scan through error logs and help determine reproduction paths.
- Enter bugs and feature requests in tracking systems. (JIRA)
- Understand and communicate technical concepts clearly and accurately with development and test team.
- Documentation of problem-solving steps into a growing knowledge base.